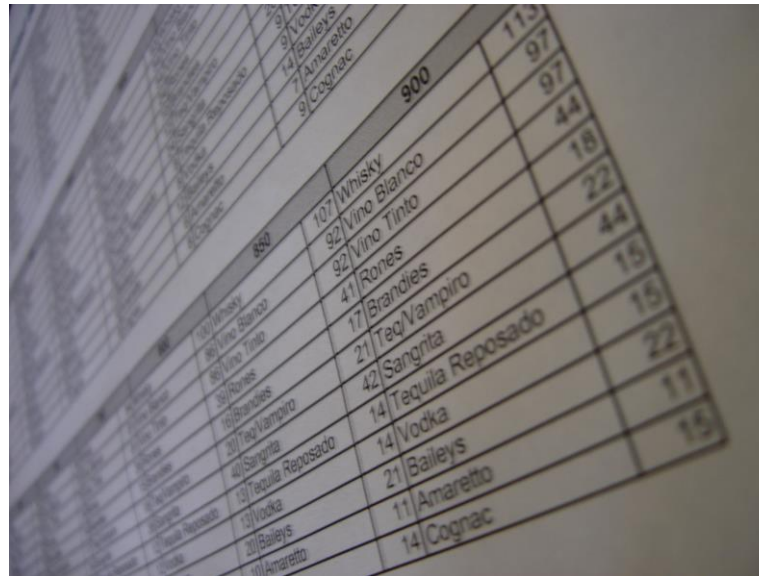


Developing a Statistical toolkit



Classification	Title	Count
880	Whisky	113
	Vino Blanco	97
	Vino Tinto	97
	Rones	44
	Brandies	18
	Teq Vampiro	22
	Sangrita	44
	Tequila Reposado	15
	Vocka	15
	Baileys	22
	Amaretto	11
	Cognac	15
900	Whisky	
	Vino Blanco	
	Vino Tinto	
	Rones	
	Brandies	
	Teq Vampiro	
	Sangrita	
	Tequila Reposado	
	Vocka	
	Baileys	
	Amaretto	
	Cognac	

Developing people
for health and
healthcare

The Project

“Developing a toolbox together with a recommended minimum dataset to enable Library and Knowledge Services (LKS) staff [providing services to the NHS] to collect local staffing, financial and activity data and make effective use of this for service improvement and reporting to stakeholders”

A toolkit is required that will show...

- What data should and could be collected.
- How to collect it.
- What it could be used for.

And while not mandated for regular national collection –
are highly valuable at a local level.

Data Collection

Information gathering!

- Nationwide focus groups.
- #ukmedlibs chat.
- A survey of experiences and opinions.

Our pitch to the NHS LKS community

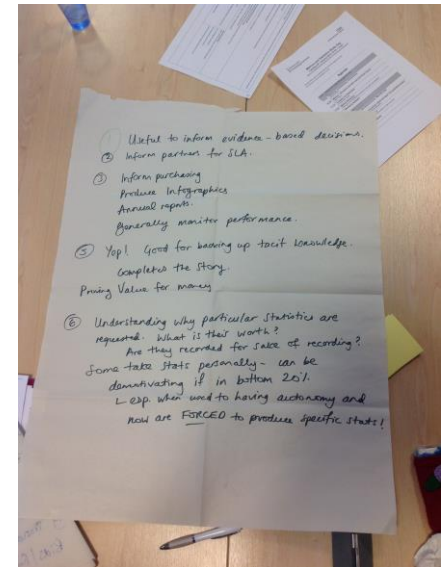
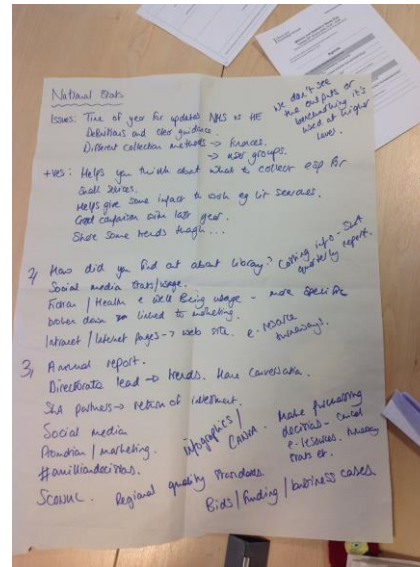
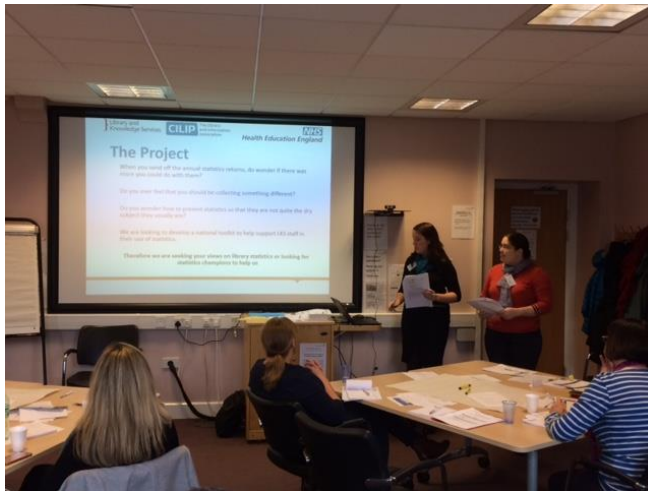
- When you send off the annual statistics returns, do wonder if there was more you could do with them?
- Do you ever feel that you should be collecting something different?
- Do you wonder how to present statistics so that they are not quite the dry subject they usually are?
- We are looking to develop a national toolkit to help support LKS staff in their use of statistics.

We sought views on library statistics & statistics champions to help us.

Focus groups

We held four focus groups across the country;

- Yorkshire and Humber in January 2018.
- In the North West, Midlands and London in March 2018.



What did we learn from the focus groups?

Key themes

- Sensitive benchmarking of services.
- Collection of national statistics returns and data should be made more simple and clearer.
- Locally collected statistics collected for service development/impact.
- Training and development for presenting and analysing the statistics was recognised as a resource need.
- Need some way to have quality control of statistics.
- Validity of data.

#ukmedlibs chat

Held a #ukmedlibs Twitter chat on 17th April 2018

- Based the questions used in the focus groups for consistency.
- Small number joined for the chat which was disappointing.
- Discussion mirrored the themes pulled out of the focus groups.

Survey

- Please give an example of how you have used statistics in an impactful way.
- What resources would enable you to improve the way you collect local statistics?
- What skills are needed to enable you to collect local statistics?
- What, if any, changes would you like to see in the data collected for the national statistics return?

HLG session (#nhs1ksstats)

13th – 15th June 2015

- Presentation of the work carried out
- Interactive session encouraging participants to think about what they would like in a toolkit. Suggestions included:
 - Template spreadsheets
 - Excel training
 - Reasons for collecting statistics
 - Case studies
 - Support to help people to understand and better collect metrics



Toolkit Development: Case Studies

- Consultation-stats champions, leads from the Metrics Task & Finish group and the Quality & Impact Working group.
- Encourage staff to share their use of metrics from their services to demonstrate the positive impact it can have.
- The toolkit-
 - Amended metrics template with annotations.
 - An example.
 - Links to existing metrics work .

Metric Definition Give your metric a brief descriptive title. Try and explain it in a couple of lines.		Comment [141] use this field to give your case study a defined title including a brief of what you used to measure study
Why is it important? How does it relate to strategies and business plans for the LKS, Trust or HEE? Which LQAF sections might it evidence? Who is the audience?		Comment [142] ensure you add how what you were aiming to find out from gathering and evidence the evidence
Process for compiling the Metric Where does your data come from? Describe any limits or parameters applied to standard data sets. Include a link to any survey tools if applicable / possible. How often do you repeat the process? How would someone else go about repeating your metric?		Comment [143] make sure appropriate detailed information is provided for your case study which would allow another to practice to replicate your case study in principle
What does it mean? How do you interpret this metric?	Desired outcomes What would improvement look like? Do you have a level you are required to reach or aiming for in a period? You might consider what would be Red, Amber, Green scores for a dashboard.	Comment [144] what was the measure, how do you interpret and analyse the data and were any tools used to support the process. What was the risk of using the measure?
Improvement plans How do you plan to make a difference to this metric in a defined period?		Comment [145] were the measures implemented with the previous equivalent period/quarter or national/sector level service?
Reporting Where and how do you plan to share the metric? Is it part of a dashboard or regular service monitoring report? You could embed a sample graph.		Comment [146] how frequently will you report on it? Are there any links from the process
Checklist: Does your metric meet the following criteria?		Comment [147] no further details

Toolkit Development: Dashboards

On the toolkit:

- Explanation of what a dashboard is
- Examples from health libraries
- Templates that can be adapted for local use

Toolkit Development: FAQ's

- Based on themes and questions from the results of the survey and focus groups. For example:
 - Why do we collect certain statistics?
 - How are the statistics used nationally?
 - What statistics tools are available to me?
 - How do I figure out cost per access usage figures?
- Difficult to decide how granular to get with the FAQs
- Keen to leave it open to add/remove questions as needed.

Toolkit Development: Infographics

- Contains guidance on recommended tools.
- We chose: **Piktochart**, **Canva** and the **MS Office/Adobe** packages.
- 'Real-Life' examples of how libraries have used infographics from all of the above selected software.
- Section also contains:
 - Training tools (details of webinars etc)
 - Recommended Reading: Books, Blog posts etc

Toolkit Development: Additional Dataset

1	Possible additional data for collection by NHS Libraries	
2		
3		
4	1 Stock	Physical items only
5	1.1	Loans from own stock
6	1.2	Loans received from other libraries

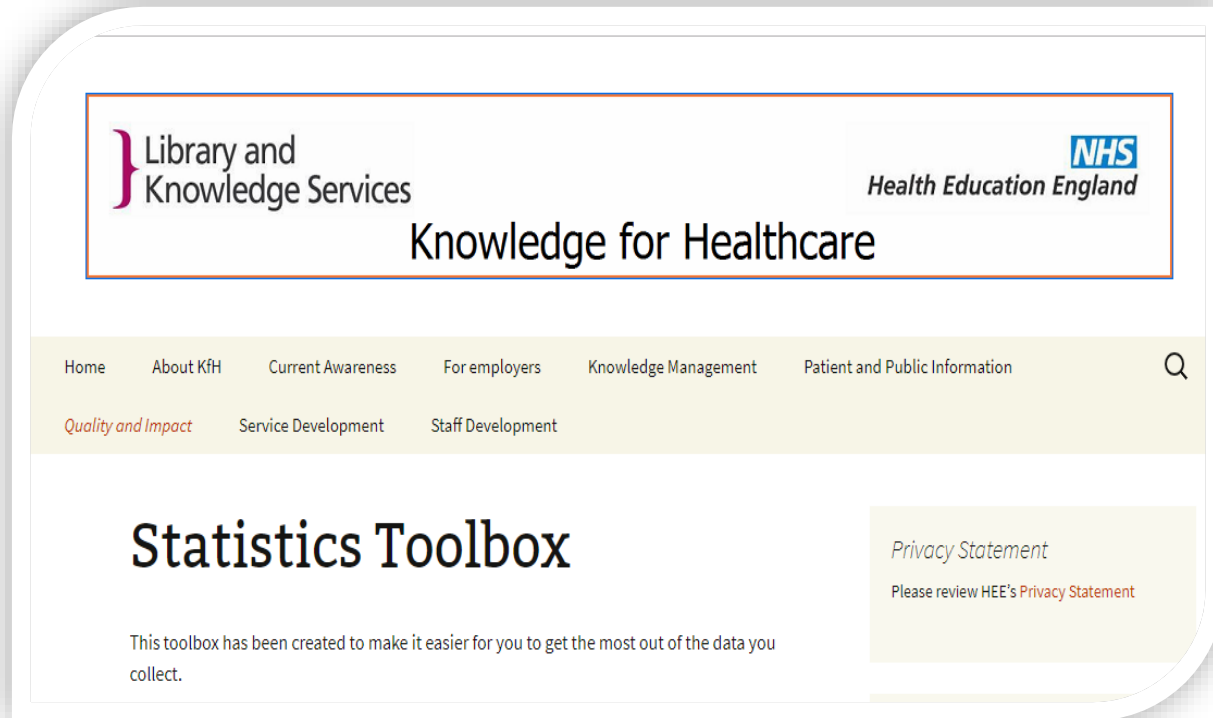
Stock: Loans from stock gives you an idea over time of how your library is being used. You can use the data to make judgements the budget that should be given to stock, for example, how many times do you get an ILL from another library before you buy the item? Looking at loans of particular things to particular groups can be useful. So loans of items from the class mark for reflective writing etc to staff in nursing roles for example if you were trying to reach that group with those things.

Where we are now...

- Toolkit LIVE
<https://kfh.libraryservices.nhs.uk/statistics-toolbox/>
- Report written for the HEE LKS Leads bringing together our findings and recommendations.

Toolkit Demonstration

<https://kfh.libraryservices.nhs.uk/statistics-toolbox/>



Future...

- Job done?
- Further development of the toolkit?
- Using the knowledge and skills of the champions?

Questions?

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